

Substitute for form 1449A/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number	not yet assigned
Sheet	1	of	1	Filing Date	herewith
				First Named Inventor	EISENSTEIN
				Group Art Unit	not yet assigned
				Examiner Name	not yet assigned
				Attorney Docket Number	G06.003

U.S. PRO
10/10/01
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12/03/01

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	
DN	A	Summary of "Nortel Networks Clarify ClearHelpDesk: A comprehensive support system for enterprise help desks", Nortel Networks™ (4 pgs.)	
	B	Dipolar – "Home of Professional Quest", http://www.dipolar.com.au/default.asp (download 9/18/01) 2 pgs.	
	C	Dipolar – "Professional Quest", http://www.dipolar.com.au/products.asp (download 9/18/01) 4 pgs.	
	D	Dipolar – "Professional Quest 2.1 Screen Shots", http://www.dipolar.com.au/screens.asp (download 9/18/01) 7 pgs.	
	E	Beachtech.com – "Eform – Surveys & Data Collection", http://www.beachtech.com/ , © 1998 Beach Tech (download 9/18/01) 2 pgs.	
✓	F	Beachtech.com – "Eform: What is Eform", http://www.beachtech.com/WhatIsEForm/Default.htm , © 1998 Beach Tech (download 9/18/01) 7 pgs.	

Examiner Signature	<i>Deangryn</i>	Date Considered	4/01/06
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹Unique citation designation number. ²Applicant is to place a check mark here if English language Translation is attached.

JAS
1/20/02
LIAH Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: EISENSTEIN)
Serial No.: not yet assigned) Examiner: not yet assigned
Filing Date: herewith) Group Art Unit: not yet assigned
For: TRANSACTION-BASED SURVEY) Attorney Docket No.: G06.003
SYSTEM)
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Commissioner for Patents
Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT

Sir:

Applicant submits herewith patents, publications or other information of which they are aware that they believe may be material to the examination of this application, and in respect of which, there may be a duty to disclose.

The filing of this information disclosure statement shall not be construed as a representation that a thorough search has been made, an admission that the information cited is, or is considered to be, material to patentability, or that no other material information exists. Nor shall the filing of this information disclosure statement be construed as an admission against interest in any manner.

This Information Disclosure Statement is filed in accordance with 37 CFR §§1.56, 1.97 and 1.98. The items listed on the accompanying Form PTO-1449 may be deemed to be pertinent to the above-identified application and are made of record to assist the Patent and Trademark Office in its examination of this application. The Examiner is respectfully requested to fully consider the items listed on the enclosed copy of Form PTO-1449 and to independently ascertain their teaching.

No fee is believed to be due under 37 CFR §1.17(p) for this Information Disclosure Statement since it is being filed concurrently with the above-identified application.

Respectfully submitted,

November 29, 2001

Date



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